

Consumer Contract Renewal/Upgrade Form

Agent to complete:

Agent name Account no.

Order no.

System customer ID.

Supporting documentation

- Proof of identification: Copy of SA ID or passport (including work permit)

1. Customer details

Title Surname First names

Contact details Home no. Office no. Mobile no.

Email address

How do you like to receive your invoice? Email (Compulsory for all broadband services) Post (Additional charges might apply)

2. Upgrade requirements

A. Mobile products

Spend limit (Over and above monthly subscription; subject to credit management approval)

R150 R300 R1 000 No limit

Package/Deal ID Device make/model Itemised billing Additional value-added services Contract period

Yes No VAS required 24 Months

Insurance Yes No Band Monthly premium R

I have purchased the Telkom Cellular Insurance Product and hereby declare that it was done on a non-advice basis. Non-advice in respect to a purchase means that the Telkom Representative did not provide advice, did not make a recommendation, nor provided guidance or made a proposal of a financial nature in respect to Telkom Cellular Insurance. The Telkom Representative presented the benefits and features of Telkom Cellular Insurance which allowed me to make an informed decision of my own. Underwritten by Mutual & Federal Authorised Financial Service Provider, FSP number: 46037.

B. Fixed-line and converged products

Fixed stand-alone

Calling plan (voice service) Calling plan required

Telkom Broadband service Yes No

Contract period 24 Months

DSL/Fibre speed Fast Faster Fastest Elite Elite + Fibre (10) Fibre (20) Fibre (40) Fibre (100)

(Factors that can affect your speed may include: distance from the exchange to your home; peak internet usage times; the number of people sharing your broadband connection within your home; you may have reached your Telkom Internet SoftCap.)

Internet plan Internet plan required

Device add-on Device required

VAS add-on VAS required

Family Circle service Yes No Telkom mobile no. (1) Telkom mobile no. (2)

Telkom mobile no. (3) Telkom mobile no. (4)

Converged bundles

Bundle description Technology Contract period

Bundle required DSL/Fibre/LTE-A/LTE/3G 24 Months

3. Agreement

I, the undersigned, declare, agree and confirm that:

1. If acting in a representative capacity, that I am duly and fully authorised to do so. I personally hereby indemnify and hold Telkom harmless for any damages suffered by it, should it at any stage appear that I'm not so authorised.

2. The information supplied herein with regard to me and the Applicant is complete, true and correct as at date of signature/electronic processing hereof.

3. Electronic processing of the transaction (telephonically or via internet portal) will be binding on me and/or the Applicant as if I have signed a physical upgrade/renewal form, upon:

- my agreement via tick box and submission of the online upgrade/renewal form; or
- my verbal confirmation of the existence of the agreement during the telephonic application process.

I (and/or the Applicant) am bound to the terms and conditions applicable to the transaction, including but not limited to:

1. Telkom's standard terms and conditions for the Provision of Electronic Communication Services and Products (fixed-line services and products), available at <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>; and/or

2. Telkom's Mobile Subscriber terms and conditions (mobile services and products) available at <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>; and

3. Product-specific terms and conditions related to the service and/or product I have applied for; as indicated on any promotional material and/or on Telkom's official product website (<http://www.telkom.co.za>) and/or communicated to me telephonically during a telephonic upgrade/renewal process. I declare myself familiar with and bound to the content of said terms and conditions.

Full name Signature Date

4. For office use only

Dealer name

Agent name Signature Date

RICA information (required for mobile products): RICA by sales agent RICA on delivery B2C delivery address: Customer address Employee address